



# Pioneer Telephone Company

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*Serving LaCrosse, Endicott, Winona, Hooper, Dusty, and Hay*

## OPEN INTERNET POLICY

Pioneer Telephone Company adopts this Open Internet Policy to promote the Internet as an open platform enabling customer choice, freedom of expression, end-user control, competition, and the freedom to innovate without permission.

No Unreasonable Discrimination: Pioneer Telephone Company does not unreasonably discriminate in transmitting lawful network traffic over a customer's broadband Internet access service, subject to reasonable network management. Reasonable network management practices are set out below.

No Impairment or Delay; No Discrimination: Pioneer Telephone Company does not:

- Discriminate among specific uses, or class of uses, of its network
- Impair, degrade or delay VoIP applications or services that compete with its voice services, or those of its affiliates
- Impair, degrade, delay or otherwise inhibit access by customers to lawful content, applications, services, or non-harmful devices
- Impair free expression by actions such as slowing traffic from particular websites or blogs
- Demand pay-for-priority or similar arrangements that directly or indirectly favor some traffic over other traffic
- Prioritize its own application, services, or devices, or those of its affiliates

No Blocking: Pioneer Telephone Company does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Network management practices are set forth below.

## NETWORK MANAGEMENT PRACTICES

General: Pioneer Telephone Company manages its network to provide the best service possible to its customers. Pioneer Telephone Company cannot guarantee that it can prevent spam, viruses, security attacks, network congestion, and other actions which can affect service, but does use various filters, monitoring efforts, and other measures to minimize the effects of spam, viruses, security attacks, network congestion, and other actions that can affect the service provided to customers.

Congestion: Pioneer Telephone Company has not experienced substantial problems with congestion. However, it may be possible that there are congestion events that may occur in the future, particularly as it may be related to the service capacity from third parties used by Pioneer Telephone Company to provide the customer with access to the world. Such service capacity is outside the control of Pioneer Telephone Company.

Where feasible, Pioneer Telephone Company will address congestion issues through improvements to its network or the capacity purchased from other providers needed to connect to the outside world. Such processes take time to implement and may not be feasible in all situations. Therefore, Pioneer Telephone Company reserves the right to monitor and identify which customer accounts are using the greatest amount of bandwidth during periods of heavy congestion and to work to provide solutions to address those issues. If a preferred solution cannot be worked out with the customer or customers, Pioneer Telephone Company reserves the right to manage the Internet traffic of high-volume customers during periods of significant congestion. This means that the affected customers will still be able to access the Internet and engage in activities that they desire, but during certain periods of time they may experience conditions such as longer times to download or upload files, slower access, and slower movements during online game playing. It is expected that any periods of traffic management due to congestion will be brief and infrequent.

## TERMS OF SERVICE

Use of Network: In no case will Pioneer Telephone Company discriminate among customers on the basis of the type of content, applications, services, or devices that the customer uses.

Devices/Applications: Customers may use any lawful and commercially available application they desire. Pioneer Telephone Company does not normally monitor the contents of the traffic or applications of customers and undertakes no obligation to monitor or investigate the lawfulness of any specific application used by a customer.

Pioneer Telephone Company will only take steps regarding an application-specific behavior by a customer if there is a reasonable belief that the application will cause harm to Pioneer Telephone Company's network or is unlawful including, but not limited to, violating intellectual property rights.

A customer may use any lawful, compatible, type-accepted, and commercially available device which they desire on the network provided by Pioneer Telephone Company, as long as such device does not harm the network and is not unlawful.

Security: While it does provide an email filter for email customers, Pioneer Telephone Company undertakes no obligation to monitor or protect customer traffic from spam, viruses, denial of service attacks, or other malicious, unlawful, or unwarranted activities. Customers are cautioned to purchase their own spam filtering, ransomware, and antivirus software from commercial vendors to meet their needs. However, a customer that is subject to spam, virus, denial of service attack, or similar malicious, unlawful, or unwarranted activities is urged to contact

Pioneer Telephone Company as soon as possible. Pioneer Telephone Company will work with the customer on how the customer may take appropriate and economically reasonable efforts to address the matter. Pioneer Telephone Company does not guarantee that it can protect customers from any or all security breaches.

Other Matters: The customer is using this service at their own risk.

The terms and conditions for use are found at [www.pionnet.com](http://www.pionnet.com).

## PERFORMANCE CHARACTERISTICS

The pricing and other terms and conditions for the service provided by Pioneer Telephone Company can be found at [www.pionnet.com/internet.htm](http://www.pionnet.com/internet.htm). The service provided is a DSL type of service consisting of fiber optic and copper digital facilities, or fiber to the home. Expected download access speeds in the DSL portions of the network range from 3.2 MB to 10 MB and upload speeds of 1 MB, depending on the actual lengths of the respective fiber trunks and copper lines. The fiber-to-the-home portion of the network has packages from 3.2 MB to 25 MB download speeds and 1 MB to 3 MB upload speeds. Latency is not a major factor for the services.

However, actual access speeds and delay times or latency are impacted by the length, capacity, and congestion of transport facilities purchased by Pioneer Telephone Company from third-party providers. Pioneer Telephone Company cannot guarantee that it will be able to obtain capacity from these third-party providers at commercially reasonable prices if and when additional third-party capacity is needed to reach Internet nodes.

Pioneer Telephone Company's ability to deliver the speeds set forth above may be affected by significant use of specialized services such as Internet-based video services. This is a growing area and its effect on Pioneer Telephone Company's ability to provide service at the speeds listed above are unknown at this time.

Subject to network management consideration, Pioneer Telephone Company does not impose data caps.

## PRIVACY POLICY

As a general statement, Pioneer Telephone Company does not usually entail inspection of network traffic. Pioneer Telephone Company does retain and store certain traffic information for time periods required by federal and state law, including, but not limited to, the identity of the customer using a particular IP address during a specific period of time. Pioneer Telephone Company does assist law enforcement and provides traffic information that it may have available to it when requested pursuant to the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act, and other applicable national and state security and criminal statutes.

PIONEER TELEPHONE COMPANY DOES NOT COLLECT, STORE, OR USE TRAFFIC INFORMATION TO PROFILE ITS CUSTOMERS IN ORDER TO SELL ADDITIONAL SERVICES TO THEM OR FOR NON-NETWORK MANAGEMENT PURPOSES.

#### COMPLAINTS

If a customer has complaints about the service, they are urged to contact Pioneer Telephone Company at 509-549-3511. A customer always has the right to file a complaint with the Federal Communications Commission at [www.fcc.gov](http://www.fcc.gov). If you feel you are a victim of identity theft, you should contact the Federal Trade Commission at [IdentityTheft.gov](http://IdentityTheft.gov).

#### RESERVATION OF RIGHTS/AMENDMENTS

In the event of any conflict between material found on other links on Pioneer Telephone Company's website and this Open Internet Policy, the more specific terms at the other links shall control.

Pioneer Telephone Company may modify this Policy and other policies it has linked for the customer from time to time at its discretion. Notice of such changes will be posted on this website. However, individual notice to customers, content providers, application providers, service providers, or device providers by any means whatsoever shall not be provided unless specifically required to by federal or state law. Notice of changes will be provided in advance normally upon a thirty-day basis. However, Pioneer Telephone Company reserves the right to use a shorter notice period when circumstances so warrant.